

**4<sup>th</sup> October 2024**

# **KAIZEN™ LEAN in TRANSACTIONAL and SERVICE AREAS: Banking, Insurance, and Shared Services sectors**

Join us for an insightful event dedicated to exploring the application of Kaizen Lean principles in transactional and service areas, with a special focus on the Banking, Insurance, and Shared Services sectors. Discover how Kaizen's unique approach can enhance client satisfaction while simultaneously boosting productivity.

- ✓ **Unique Approach to Transactional Areas;**
- ✓ **Increased Client Satisfaction and Productivity;**
- ✓ **Real Business Cases.**



**THE MALTA CHAMBER**

The Malta Chamber, The Exchange Buildings,  
Republic Street, Valletta VLT 1117, Malta, (Main Hall)

**08:30**

**Welcome Guests  
& Registration**

**09:00**

**Executive Business  
Breakfast**

**09:30**

**Speaker Presentation**

**10:00**

**Q&A**

**Guest Speaker:**

**Mr. Filipe Fontes**